

WISP NEWS

A weekly newsletter for agency administrators and users of Wisconsin ServicePoint (WISP)

<http://wisp.wi.gov>

Send comments to sphelp@commerce.state.wi.us

May 24, 2006

Update for Next Year's ESG, THP and HPP Application

For recipients of ESG, THP or HPP grants, there will be a memo forthcoming about a mandatory process for entering service information into the HMIS.

Why was WISP unavailable last week-end?

Due to a problem with the WI FrontDoor web site our vendor made modifications to access permissions for that software product, called CommunityPoint. Unfortunately in implementing the change it affected access to ServicePoint as well. This change was not detected until your support staff at Housing were gone for the week-end and thus the vendor did not get notified until Monday morning when the problem was corrected. We apologize for the disruption that this made have caused you. Please be assured however, that NEVER was the data within WISP compromised, and the actions taken by the vendor, while causing some inconvenience over the week-end, do demonstrate their commitment to security.

Results from This Year's ESG, THP and HPP Application

The numbers are in. Responding to a need for a data quality analysis for the current ESG Grant, the most comprehensive review of WISP data was recently completed. Included in the study were all clients who had either a service or Entry/Exit provided since July 1, 2005. Nine of the HUD universal data elements were selected for the review, with over a quarter million service transactions, for over 25,000 different clients. A total of 109 agencies reported services for this report.

Eleven agencies had scores of 100%, an additional 18 agencies had scores over 95%. Just over half of all client records had 75% of the data elements recorded.

By sending a note to SPhelp you can receive the scores for each of the programs in your agency.

Entering Multiple Services for a given client – NEW FEATURE OF WISP

One new feature of service transaction is the ability to enter multiple services at one time.

The limitation of the new feature is that you can only enter multiple services for one provider on one day.

However if you wish to record multiple services from one program on any given day, now you can in one step!

How to enter Multiple Services

To Enter Services Delivered, click on the "Enter Multiple Services" button,

Client - bowman, Lisa (#4371)
Release of Info: 1 year 2 days left

ENTRY/EXIT ROI RESOURCEPT CASE WORKERS SECURITY

Services

Service Transaction - Add A New Need/Service


View Past Needs/Services Enter Multiple Services Save Changes

Provider Training Provider (#56) Date: 03/23/2006

You will now get a screen of all your services your agency provides to clients
(provided you put the service in the "Services Quick list" of the Provider Admin Screen)

Service List Quantity: 0 Status: -Select- Set All

Quantity	Status	Description	Service Code
0	-Select-	Basic Needs	B
0	-Select-	Soup Kitchens	BD-500.830
0	-Select-	Housing/Shelter	BH
0	-Select-	Emergency Shelter	BH-180
0	-Select-	Community Shelters	BH-180.850-15
0	-Select-	General Apparel	BM-650.150-25
0	-Select-	Bathing Facilities	BM-650.650-15
0	-Select-	Rent Payment Assistance	BR-300.700
0	-Select-	Rental Deposit Assistance	BR-300.725
0	-Select-	Heating Fuel Bill Payment Assistance	BR-900.910-30
0	-Select-	Taxi Services	BT-450.450-85
0	-Select-	Consumer Services	D
0	-Select-	Psychiatric Support Services	RR



Provider: Choose the provider (program) that is providing these services.

Date: Type in the date that the service was provided (it will default to the current date)

Number and Status of Services:

- If you are going to identify that all of your listed services were delivered to the client on the day you chose, then you can set **Quantity:** to the number of times you provided the services and set **Status:** to Closed. Then click "Set All". You will see that the quantity and status of each of the listed services has now changed. Click on Save Change

Service List				Quantity: <input type="text" value="1"/>	Status: <input type="text" value="Closed"/>	<input type="button" value="Set All"/>
Quantity	Status	Description	Service Code			
<input type="text" value="1"/>	<input type="text" value="Closed"/>	Basic Needs	B			
<input type="text" value="1"/>	<input type="text" value="Closed"/>	Soup Kitchens	BD-500.830			
<input type="text" value="1"/>	<input type="text" value="Closed"/>	Housing/Shelter	BH			
<input type="text" value="1"/>	<input type="text" value="Closed"/>	Emergency Shelter	BH-180			
<input type="text" value="1"/>	<input type="text" value="Closed"/>	Community Shelters	BH-180.850-15			

- b. If you are NOT going to identify that all of the services were provided, then you can also set the Quantity and Status of each service individually.
 - a. Type the appropriate number in Quantity
 - b. Select the appropriate Service Status
 - c. Click on Save Changes when you are done.

- c. If you are NOT going to identify that all of the services were provided, then you can also set the Quantity and Status of each service individually.
 - a. Type the appropriate number in Quantity
 - b. Select the appropriate Service Status **(WE HIGHLY RECOMMEND DOCUMENTING SERVICES AFTER THEY HAVE BEEN PROVIDED AND SELECTING CLOSED FOR SERVICE STATUS; OTHERWISE, YOU MUST GO BACK LATER AND EDIT THE SERVICE TO SHOW THAT IT IS NOW CLOSED)**
 - c. Click on Save Changes when you are done.